BE **EXCEPTIONAL** LEARNING CORNER

D·B·H·D·D

"SHOW CHANGES" FEATURE IN DBHDD POLICYSTAT

The "Show Changes" feature in PolicyStat displays modifications and edits made to a document, including content that has been added or removed and content that has been re-ordered and re-formatted.
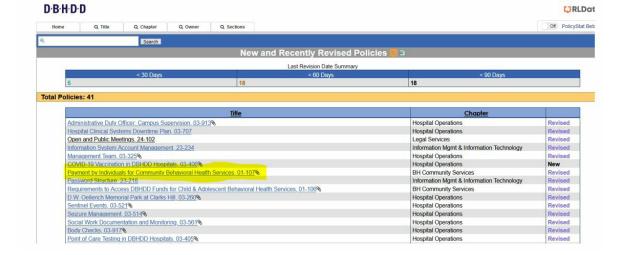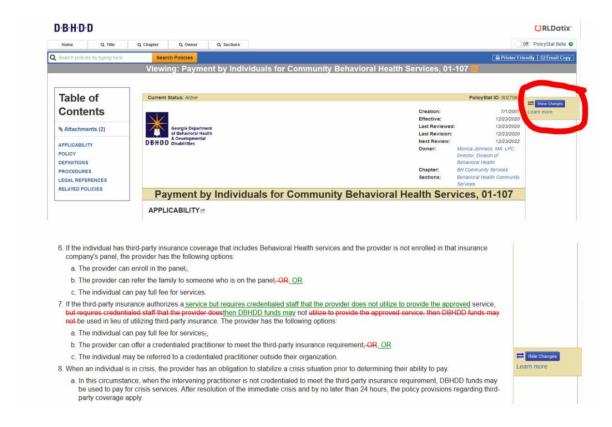
To access this feature, at the bottom of the **DBHDD PolicyStat Home Page** there is a quick link titled **NEW AND RECENTLY REVISED POLICIES**, which displays a list of all policies that have been created or revised within the past 30, 60 and 90 days. Click on this link to access the policies that have recently been revised.

Once you have accessed the list of the newly revised policies, use the links in this list to view revised policies with a "show changes" feature that highlights the changes.

For example, in the list of the most recently revised policies above, click on the Payment by Individuals for Community Behavioral Health Services, 01-107 policy from the list to access the "show changes" feature. Once you have enabled this option, scroll through the document to see the changes that have been made. See the examples below.

We encourage you to review the DBHDD policy **Access to DBHDD Policies for Community Providers, 04-100** to learn other valuable tips and tricks for utilizing PolicyStat to its full advantage.

Division of Finance, Accountability, & Compliance

A portion of the work of the **Division of Finance, Accountability, and Compliance (DFAC)** includes responsibility for our incident management system, investigations, certification reviews, and Corrective Action Plan (CAP) management.

Please review the information below, along with the associated policies, for tips and/or common areas that are being repeatedly cited across the DBHDD Provider Network.

Corrective Action Plan (CAP) Policy Update

The DBHDD **Corrective Action Plan Management, 13-101** policy was updated effective September 1, 2020, with a new internal CAP requirement for certain deficient practices identified during reviews or investigations.

Deficient practices are risk rated by DBHDD as low, moderate, high, or critical. Providers are required to continue submitting requested CAPs to DBHDD within 10 business days for all risks associated with deficient practices rated as **HIGH or CRITICAL**.

Effective September 1, 2020, providers are required to complete an Internal CAP for for all risks associated with deficient practices rated as **LOW or MODERATE**. The internal CAP does not need to be provided to DBHDD unless requested. Providers may use the Internal CAP template found as Attachment A in policy 13-101 or they may use their own template as long as it includes all components of Attachment A.

Providers are required to incorporate any corrections into their internal quality assurance process to maintain compliance and sustained correction over time.

Questions specific to the CAP process can be directed to **CAP.Request@dbhdd.ga.gov.**

Unexpected Death of an Individual

Whenever there is an unexpected death (defined below), the provider is required to request that the medical examiner or coroner conduct an autopsy. Once the request is made, the provider is encouraged to document in the individual's record the coroner or medical examiner's decision and rationale if known.

Unexpected Death Defined: Death due to any cause except suicide and homicide where the death is not attributed to a terminal diagnosis or diagnosed disease process where the reasonable expectation or outcome is death, does not meet the definition of an expected death, and the individual was any of the following at the time of their death: 1) receiving residential services; 2) receiving Community Living Support; 3) occurring onsite of a community provider; 4) in the company of a community provider; and/or 5) discharged or transferred from a community provider within 30 days of the death.

Tips & General Knowledge

Be sure to set a reminder to log into the Image Application at least once a month to keep your access active. If you forget and find yourself locked out after 45 days, please email **Image.App@dbhdd.ga.gov** for assistance.

Image pulls provider contact information and location site addresses from the information listed in the provider profile with Georgia Collaborative ASO. Therefore, report any staff changes and/or location changes to the **Georgia Collaborative ASO** by submitting the **Staff Update Form** or **Change of Information** form as appropriate. For any questions, please contact **GaCollaborative@beaconhealthoptions.com**.

Use Google Chrome, Microsoft Edge, or Safari internet browsers when using Image. Image

no longer fully works with Internet Explorer due to a lack of Microsoft support.

Make sure you are using the current web site for **Image**

When sending documents for certification related matters, please consider submitting in an electronic format (PDF) to **Provider.Certification@dbhdd.ga.gov** to expedite the process.

To reach DFAC for questions, please use the following email addresses for the fastest response:

- Image – **Image.App@dbhdd.ga.gov**
- Incidents – **DBHDDIncidents@dbhdd.ga.gov**
- Investigations – **DBHDD.Investigations@dbhdd.ga.gov**
- CAPs – **CAP.Request@dbhdd.ga.gov**
- Certifications – **Provider.Certification@dbhdd.ga.gov**
- Criminal Background Checks – **DBHDD-CRS@dbhdd.ga.gov**

Office of Provider Relations

PIMS CORNER

Welcome to the PIMS Corner! This section highlights the two most popular questions that were submitted to PIMS,and their answers, for the month of January 2021 from Intellectual and Developmental Disabilities and Behavioral Health Providers.

Behavioral Health Question:

How do we notify DBHDD of a change in our Chief Executive Officer?

*To notify DBHDD of this change, the "Staff Update Form" must be submitted to the Georgia Collaborative ASO. This form is available on the **ASO website**. Once it is completed it must be submitted via email to **GaEnrollment@beaconhealthoptions.com**.*

Intellectual and Developmental Disabilities Question:

How does a provider agency add a new user to IDD Connects?

*This information is available at the Georgia Collaborative ASO website, on the **IDD Connects webpage**. Click on the "System Ad-AS Manager User Guide" and review the information that begins on page 30 for complete instructions on adding a new user.*

JUST A REMINDER...
Question for your Provider Relations Team?

The Provider Issues Management System (PIMS) is your online source to have your questions answered in a consistent, reliable and timely way! In addition to providing a timely response, the information we gather from PIMS will assist DBHDD in trending common concerns, developing FAQs, and informing policy reviews.

PIMS is accessible through the **DBHDD website** by hovering over the **"For Provider"** tab located across the top of the page. When the drop down menu appears, click on "**Questions for your Provider Relations Team**". You can also access the PIMS site directly by using the link below.

Senior Provider Relations Manager
Carole Crowley

Provider Relations Manager
Sharon Pyles

For Provider Relations inquiries,
please contact us at
DBHDD.Provider@dbhdd.ga.gov.

BE WELL, WEAR A MASK & WASH YOUR HANDS!